

Serial No. 10/619,917
In reply to Office Action dated May 8, 2007
Page 2 of 13

Amendments to the Specification

Please amend the specification as follows:

As one skilled in the art will understand, the various embodiments of the present invention can be implemented as a system of modular components and/or as a series of code segments of one or more computer programs stored on a computer-readable medium. The computer program code segments can be written in Java, C, C++, or any computer language now known or developed in the future. For a conceptual diagram of one embodiment of the invention as a system, refer to figures 6 and 7, which represent a system with modular components including a profile module 610, a skill receiver 615, an updating module 620, a synchronization module 625, a contact receiver 630, a routing processor 635, and a contact router 640, and a system with modular components including a profile module 710, a profile maintenance module 715, a source data module 720, an update module 725, an identification module 730, and an agent selector [730] 735.

Amendments to the Drawings

Please amend Figure 7 of the application as shown in the replacement sheet. The amendments are shown in red.

Amendments to the Claims

This listing of claims will replace all prior versions and listings of claims in the application.

Listing of Claims

1. (Currently Amended) A method of maintaining skills for agents of a contact center, the method comprising:
 - providing profiles in a central skill database for a plurality of agents;
 - providing a skill-impacting system, the skill-impacting system storing skill data for each of the plurality of agents in the central skill database, wherein storing skill data comprises modifying at least one of the profiles, wherein the skill impacting

Serial No. 10/619,917
In reply to Office Action dated May 8, 2007
Page 3 of 13

system includes a learning management educational system, a customer satisfaction scoring system, and a performance metrics scoring system, and wherein the skill data includes satisfaction assessments, completion or results from a training course, and performance metrics;

receiving from the skill-impacting system skill data for a first agent;

updating a first profile in the central skill database for the first agent based on the skill data received; and

selectively synchronizing routing logic of a routing system with skill-based information from the first profile in the central skill database such that the routing logic determines which of the plurality of agents are to handle a contact based on at least skill data, wherein the synchronizing is independent of the updating.

2. (Previously Presented) The method from claim 1, further comprising:

receiving a contact from a customer;

processing routing logic in the routing system to select a second agent from the plurality of agents; and

routing the contact to the second agent;

wherein the routing logic includes routing rules and routing source data for performing the step of routing, the routing source data including agent availability and the skill-based information in the routing system.

3. (Original) The method from claim 1, wherein synchronizing the routing system is accomplished for a plurality of profiles in the central skill database.

4. (Original) The method from claim 1, wherein updating the first profile is triggered when skill data is received from the skill-impacting system.

5. (Original) The method from claim 1, wherein synchronizing the routing system is automatically run when triggered by an event.

6. (Original) The method from claim 1, wherein synchronizing the routing system is automatically run at a predetermined time interval.

Serial No. 10/619,917

In reply to Office Action dated May 8, 2007

Page 4 of 13

7. (Original) The method from claim 1, wherein the skill data is received from a plurality of skill-impacting systems.

8. (Currently Amended) A method for synchronizing skill data in a contact center, comprising:

maintaining a plurality of profiles in a central skill database corresponding to a plurality of contact center agents, wherein the plurality of profiles comprise skill-based ratings for a plurality of skills;

storing skill data for each of the plurality of agents in the central skill database of at least one skill-impacting system, wherein the step of storing skill data comprises modifying at least one of the plurality of profiles, wherein the skill impacting system includes a learning management educational system, a customer satisfaction scoring system, and a performance metrics scoring system, and wherein the skill data includes satisfaction assessments, completion or results from a training course, and performance metrics;

using the skill data from the at least one skill-impacting system to update the plurality of profiles in the central skill database;

maintaining source data in a routing system for the contact center, wherein the source data is based on agent skills and configures routing logic to make routing decisions; and

selectively updating the source data based on agent skills with skill-based ratings in the central skill database for reconfiguring the routing logic, wherein the updating the source data is independent of updating the plurality of profiles.

9. (Original) The method from claim 8, further comprising:

identifying at least one contact characteristic for a customer; and

selecting an agent from the plurality of agents for the customer;

wherein selecting comprises processing the routing logic to consider the skill-based ratings of the plurality of agents in view of the at least one contact characteristic.

Serial No. 10/619,917

In reply to Office Action dated May 8, 2007

Page 5 of 13

10. (Original) The method from claim 9, wherein selecting further comprises choosing an agent who is a best-fit.

11. (Original) The method from claim 8 wherein maintaining the plurality of profiles is triggered by the occurrence of a skill-changing event indicated by the at least one skill-impacting system.

12. (Currently Amended) A system for maintaining skills for agents of a contact center, the system comprising:

a profile module for providing profiles in a central skill database for a plurality of agents;

a skill-impacting system, the skill-impacting system storing skill data for each of the plurality of agents in the central skill database, wherein storing skill data comprises modifying at least one of the profiles, wherein the skill impacting system includes a learning management educational system, a customer satisfaction scoring system, and a performance metrics scoring system, and wherein the skill data includes satisfaction assessments, completion or results from a training course, and performance metrics;

a skill receiver for receiving from the skill-impacting system skill data for a first agent;

an updating module updating a first profile in the central skill database for the first agent based on the skill data received; and

a synchronization module for selectively synchronizing routing logic of a routing system with skill-based information from the first profile in the central skill database such that the routing logic determines which of the plurality of agents are to handle a contact based on at least skill data, wherein the synchronizing is independent of the updating.

13. (Previously Presented) The system from claim 12, further comprising:

a contact receiver for receiving a contact from a customer;

a routing processor for processing routing logic in the routing system to select a second agent from the plurality of agents; and

Serial No. 10/619,917
In reply to Office Action dated May 8, 2007
Page 6 of 13

a contact router for routing the contact to the second agent;

wherein the routing logic includes routing rules and routing source data for performing the step of routing, the routing source data including agent availability and the skill-based information in the routing system.

14. (Original) The system from claim 12, wherein the synchronization module synchronizes the routing system with a plurality of profiles in the central skill database.
15. (Original) The system from claim 12, wherein updating the first profile is triggered when skill data is received from the skill-impacting system.
16. (Original) The system from claim 12, wherein the synchronization module is automatically run when triggered by an event.
17. (Original) The system from claim 12, wherein the synchronization module is automatically run at a predetermined time interval.
18. (Original) The system from claim 12, wherein the skill receiver receives skill data from a plurality of skill-impacting systems.
19. (Currently Amended) A system for synchronizing skill data in a contact center, comprising:

a profile module for maintaining a plurality of profiles in a central skill database corresponding to a plurality of contact center agents, wherein the plurality of profiles comprise skill-based ratings for a plurality of skills;

a skill-impacting module for storing skill data for each of the plurality of agents in the central skill database of a skill-impacting system, wherein the step of storing skill data comprises modifying at least one of the plurality of profiles, wherein the skill impacting system includes a learning management educational system, a customer satisfaction scoring system, and a performance metrics scoring system, and wherein the skill data includes satisfaction assessments, completion or results from a training course, and performance metrics;

a profile maintenance module for using data from the skill-impacting system to update the plurality of profiles in the central skill database;

Serial No. 10/619,917

In reply to Office Action dated May 8, 2007

Page 7 of 13

a source data module for maintaining source data in a routing system for the contact center, wherein the source data is based on agent skills and configures routing logic to make routing decisions; and

an update module for selectively updating the source data based on agent skills with skill-based ratings in the central skill database for reconfiguring the routing logic, wherein the updating the source data is independent of updating the plurality of profiles.

20. (Original) The system from claim 19, further comprising:

an identification module for identifying at least one contact characteristic for a customer; and

an agent selector for selecting an agent from the plurality of agents for the customer;

wherein the agent selector comprises a processor module for processing the routing logic to consider the skill-based ratings of the plurality of agents in view of the at least one contact characteristic.

21. (Original) The system from claim 20, wherein the agent selector further comprises a agent chooser for choosing an agent who is a best-fit.

22. (Previously Presented) The system from claim 19 wherein the profile module for maintaining a plurality of profiles is triggered by the occurrence of a skill-changing event indicated by the at least one skill-impacting system.

23. (Currently Amended) A computer program on a computer readable medium, for execution by a computer for maintaining skills for agents of a contact center, the computer program comprising:

a code segment for providing profiles in a central skill database for a plurality of agents;

a code segment for providing a skill-impacting system, the skill-impacting system storing skill data for each of the plurality of agents in the central skill database, wherein the step of storing skill data comprises modifying at least one of the plurality of profiles, wherein the skill impacting system includes a learning management educational system, a customer satisfaction scoring system, and a performance

Serial No. 10/619,917
In reply to Office Action dated May 8, 2007
Page 8 of 13

metrics scoring system, and wherein the skill data includes satisfaction assessments, completion or results from a training course, and performance metrics;

a code segment for receiving from the skill-impacting system skill data for a first agent;

a code segment for updating a first profile in the central skill database for the first agent based on the skill data received; and

a code segment for selectively synchronizing routing logic of [[the]] a routing system with skill-based information from the first profile in the central skill database such that the routing logic determines which of the plurality of agents are to handle a contact based on at least skill data, wherein the synchronizing is independent of the updating.

24. (Previously Presented) The computer program from claim 23, further comprising:

a code segment for receiving a contact from a customer;

a code segment for processing routing logic in the routing system to select a second agent from the plurality of agents; and

a code segment for routing the contact to the second agent;

wherein the routing logic includes routing rules and routing source data for performing the step of routing, the routing source data including agent availability and the skill-based information in the routing system.

25. (Original) The computer program from claim 23, wherein the code segment for synchronizing the routing system synchronizes a plurality of profiles in the central skill database.

26. (Original) The computer program from claim 23, wherein updating the first profile is triggered when skill data is received from the skill-impacting system.

27. (Original) The computer program from claim 23, wherein the code segment for synchronizing is automatically run when triggered by an event.

28. (Original) The computer program from claim 23, wherein the code segment for synchronizing is automatically run at a predetermined time interval.

Serial No. 10/619,917

In reply to Office Action dated May 8, 2007

Page 9 of 13

29. (Original) The computer program from claim 23, wherein the skill data is received from a plurality of skill-impacting systems.

30. (Currently Amended) A computer program on a computer readable medium, for execution by a computer for synchronizing skill data in a contact center, the computer program comprising:

- a code segment for maintaining a plurality of profiles in a central skill database corresponding to a plurality of contact center agents, wherein the plurality of profiles comprise skill-based ratings for a plurality of skills;
- a code segment for storing skill data for each of the plurality of agents in the central skill database of at least one skill-impacting system, wherein the step of storing skill data comprises modifying at least one of the plurality of profiles, wherein the skill impacting system includes a learning management educational system, a customer satisfaction scoring system, and a performance metrics scoring system, and wherein the skill data includes satisfaction assessments, completion or results from a training course, and performance metrics;
- a code segment for using the skill data from the at least one skill-impacting system to update the plurality of profiles in the central skill database;
- a code segment for maintaining source data in a routing system for the contact center, wherein the source data is based on agent skills and configures routing logic to make routing decisions; and
- a code segment for selectively updating the source data based on agent skills with skill-based ratings in the central skill database for reconfiguring the routing logic, wherein the updating the source data is independent of updating the plurality of profiles.

31. (Original) The computer program from claim 30, further comprising:

- a code segment for identifying at least one contact characteristic for a customer; and
- a code segment for selecting an agent from the plurality of agents for the customer;

Serial No. 10/619,917
In reply to Office Action dated May 8, 2007
Page 10 of 13

wherein the code segment for selecting comprises a code segment for processing the routing logic to consider the skill-based ratings of the plurality of agents in view of the at least one contact characteristic.

32. (Original) The computer program from claim 31, wherein the code segment for selecting further comprises a code segment for choosing an agent who is a best-fit.

33. (Original) The computer program from claim 30 wherein the code segment for maintaining a plurality of profiles is triggered by the occurrence of a skill-changing event indicated by the at least one skill-impacting system.